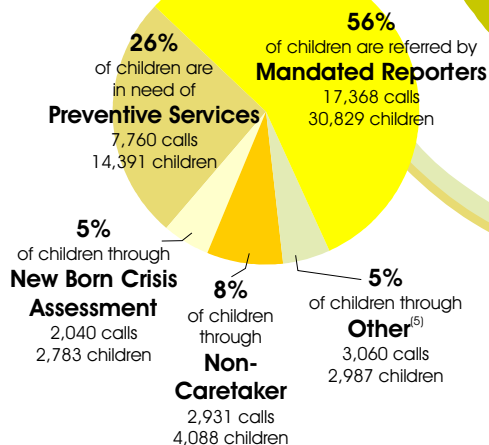


Child Abuse and Neglect (CAN) Hotline Calls in SFY-2004

Why are we unable to investigate some calls?

- No child abuse/neglect allegation
- Out of state report from non-mandated reporter
- No name, address, directions or other means of locating families
- Victim is 18 or older and not in Children's Division custody
- Child and incident are out of Missouri

How are "non-CAN referral" children finding their way to DSS?



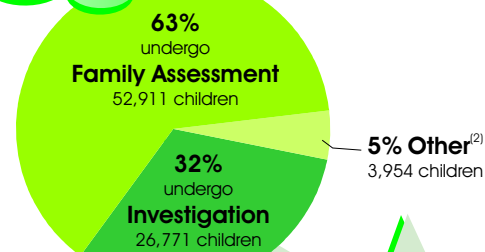
16.4% of calls were **"Documented" Calls, Which are Unable to be Investigated**
17,967 calls
N/A children

30.2% of calls were **non-CAN Referrals**
33,159 calls
55,078 children

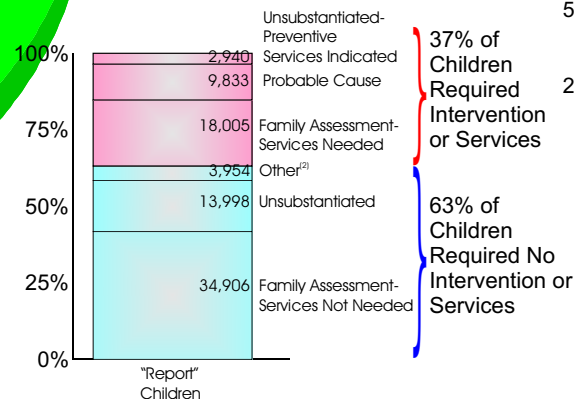
CAN Hotline Calls
109,655⁽¹⁾

53.4% of calls were **CAN Reports⁽⁴⁾**
58,529 calls
86,144 children

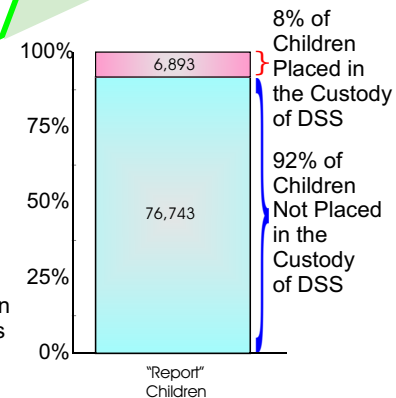
What tracks do "report" children follow?⁽²⁾⁽³⁾



... and the report outcomes⁽³⁾ by child count were ...



... and the custody outcomes⁽³⁾ by child count were ...



... and Children's Division may ...

- Follow up with mandated reporters
- Follow up with family
- Make referrals to community resources
- Offer services
- Notify law enforcement
- Assess new born home

(1) Reports are prepared by the Child Abuse and Neglect Hotline Unit. Number of children comes from the Children's Division Annual Report.

(2) Includes unable to locate, inappropriate report, located out of state, home schooling.

(3) Of the 86,144 children with a CAN report, 83,636 had investigation/assessment completed by end of SFY-2004.

(4) Includes calls from mandated reporter if the situation rises to the level of child abuse and neglect.

(5) "Other" includes 2,050 administrative call-outs and 1,010 non-CAN fatalities which are not otherwise classified as non-CAN referrals - not all administrative call-outs are specific to a particular child.